REPLIES TO THE PRE-BID QUERIES IN RESPECT OF ENGAGING AN AGENCY FOR PROVIDING CALL CENTRE SERVICES, MEETING HELD ON 05.02.2024.

Ref: Tender No.BMTC/2023-24/SE0219.

Members Present:

1) The Chief Mechanical Engineer, BMTC.
2) Controller of Stores and Purchases, BMTC.
3) Chief Traffic Manager (O), BMTC.
4) Assistant Accounts Officer, BMTC.

Prospective Bidders Present:

1) Sri. B Krishnakanth, representative of M/s.Alankit Limited.
2) Sri.Shankar Murthy, representative of M/s.RMS Technologies.
3) Sri.Subray Bhat, representative of M/s.Deepija Telecom.
4) Sri.Suchith & Bopaaba, representatives of M/s.Transact BPO Services.

The replies to the pre-bid queries are as follows:

Sl No	Name of the Bidder	Clause as per the tender documents	Query/request	Decision of the pre-bid committee
01	M/s.Deepija Telecom	The Helpline Executive receives the call over phone and issues the docket number to the Caller, after registering the complaint through online application by collecting	What is the online application? Do you have any web grievance portal? Please explain	BMTC has its own developed software called Complaints Redressal management System (CRM). The Helpline executive has

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		required details like Caller name, contact number, email ID and nature/details of complaint		to receive the information from the caller and needs to enter in the provided info to CRM software and log the complaint. Once complaint gets registered based on the vehicle number the complaint routed automatically to concerned depot. Caller will get SMS for registering/ closing of the complaint.
		As soon as the docket is registered in CRM, the system will route Enquiries/Grievances/Complaint to concerned BMTC officials automatically	How you wanted the system to route the docket to the BMTC automatically without they logged into the system. Kindly mention the count of the BMTC officials	The helpline executive has to bifurcate the enquiries/Grievances/complaints through the calls which they have received. Enquiry: One time answer to the query and close. Suggestion: Need to take information and enter in the suggestion form. Complaints: Collect and log the complaints in the ~~CMR~~ CRM.
		Handling E-mail, Facebook, SMS, Twitter, WhatsApp and Live Chat complaints and any other modes	Pleas clarify who will pay monthly billing charges of SMS, Whats app and also please clarify about FB and twitter API because presently Google is not providing API	At present BMTC has its own E-mail ID, Facebook, Twitter, Instagram, linkedIn Accounts, Just the assigned helpline executive has to cross check and follow-up the to the end of each and every query/complaints and information should be updated to the authorities.
		All the complaints should be followed up and monitored, redressed and dockets must be	Please explain	For easy resolution of the complaints and to build the good

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		closed invariably confirmed by the Public, using online software only		complaint Redressal System, the Helpline Executive will be assigned to handle some depot/division, they need to cross check and follow-up the complaints of the assigned depot with depot CRM caseworkers.(Escalation matrix of complaints will be provided by BMTC), if required they need to escalate to the BMTC officials.
		The details of Location/premises, Server, LAN, agent's desktop, power supply, power backup, furniture, internet and monthly telephone charges are not mentioned.	Please explain	The Location/premises, Server, LAN, agent's desktop, power supply, power backup, furniture, and internet will be provided BMTC and monthly telephone charges will be paid by BMTC.
		The Bidder has to submit the EMD of Rs.50,000.00	As we are MSME unit we kindly request you to provide the EMD exemption	There is no exemption for services tender.
		Any other registrations required as per the existing laws relating to providing manpower services	Please clarify	If any registered certificates issued by the government regarding providing of Manpower , my provide
		Assist the Helpline executives in challenging situations for resolving issues by barging (taking over) their calls	What dialer you are using	In challenging situation they may transfer the calls to our BMTC officials who are allocated in each shift(Helpline Assistants)
		BMTC, may at any time during the Tendering process but before opening the technical bid request the Bidders to submit revised Technical / Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby	As per pre-bid meeting it is only manpower supply. Please Clarify.	The tenderer has to provide manpower only.

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		incurring any liability to the affected Bidder or Bidders.		
		Proper training about complaint management system develop by BMTC for Testing and Mock Calls	When software is under BMTC scope than why penalty for testing and go live for the manpower supplied? Please clarify. Is AMC active or not.	The clause is removed
02	M/s.Transact BPO Services.	The Engaged Manpower i.e. the Helpline Executives, Team Leader and Team Manger have to work in shift basis as directed by BMTC	The team leader and team manager are mentioned here, however just the call center agents and team leader are mentioned in the commercial form. Kindly clarify.	The tender is invited for only Helpline Executives, Team Leader and RFP will be revised accordingly.
		Responsibility of Manpower-CCE/TL	The call traffic and other tickets add up to 4800 numbers every day. Managing 266 numbers per agent is too difficult. Please explain how that is feasible.	Currently 200 to 1000 complaints are receiving. The numbers mentioned in the RFP are approximates. Presently less number of executives are mentioning the same.
		Call center executive	Please explain the commercial bidding, we need to quote for all 22 agents + GST, or per individual cost plus GST.	The bidder has to quote salary of per executive per month (inclusive of all taxes) and evaluation will be made as per criteria mentioned in the RFP.
		EMD of Rs.50,000/-	Is there an exemption for MSME holders?	There is no exemption for services tender.
		We agree to furnish 10% of the purchase order/work order value as Security Deposit within a week's time from the date of issue of intent.	Usually the security deposit or PBG should be 3% to Max 5%, 10% is more, please reduce to 3%.	The criteria of the tender shall prevails.
03	M/S.Alankit Assignments Limited	The tenderer should have a minimum of 3 years experience in Call Centre/Help Line Management	We kindly request your support in revising the work experience criteria from the past 3 years to the	The criteria of the tender shall prevails.

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			past 7 years. By making this adjustment, we aim to enhance the bidding process, allowing for a more thorough evaluation of prospective candidates and widening the pool of potential participants.	
		The Agency must be profit making company for last three years and have minimum average turnover of One crores for last three years 2020-21, 2021-2022 and 2022-23 from providing Helpline Services. They need to submit duly supported Audited Statement of Accounts i.e. Profit and Loss Account, Balance Sheets, service tax assessment returns for the last three years (2020-21, 2021-2022 and 2022-23). The agency should submit audited statement of accounts in original, duly attested by the Chartered Accountant along with the prequalification offer. In case, the Agency submits Xerox copies of the audited statement of accounts, the same should be re-attested by a Chartered Accountant. (Documents like self certification of turnover, certified income statement prepared for filing IT, etc will not be considered	We would like to request your consideration of our average annual turnover of INR 15 crore for the past 3 years, in accordance with the eligibility criteria, when evaluating our organizational financial strength	The criteria of the tender shall prevails.
		The Agency should have provided at least 50 professionals to one or more Departments / Undertakings / Corporations of State or Central Government or Reputed Organizations for at least three financial years and should have rendered services	It is requested to kindly consider 3 no. of work order experience of 50 professionals from Departments / Undertakings / Corporations of State or Central Government or Reputed Organizations	The criteria of the tender shall prevails.

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		satisfactorily. (Documentary proof in the form of certificate issued by the Department / Organization / Undertaking / Corporation for satisfactory services rendered shall be scanned and uploaded along with service agreements, work orders etc. BMTC will verify the documents with the concerned wherever necessary).		
		The agency should provide personnel with regional language (Kannada) proficiency.	It is requested to kindly also add call centre standard language and also take proof of company capacity to depute the personnel	The criteria of the tender shall prevails.
		We have paid an EMD of Rs.50,000.00/- (Rupees Fifty thousand only) through the portal https://kppp.karnataka.gov.in .	As per Public Procurement Policy of Ministry of MSME under Section 10, MSMEs are exempted from furnishing of tender fee and EMD. Moreover, recently Government of India through its Office Memorandum No. F.9/4/2020-PPD Dated the 12th of November 2020 instructed all the government department of India & PSUs that any department will not ask to submit EMD but only for Bid Security Declaration. Hence, you are requested to kindly allow exemption for registered MSME Bidders for submission of EMD & Tender Fee.	The criteria of the tender shall prevails and there is no exemptions for service tenders.
04	M/s.Meru Info Solutions	The bidder should be a registered company under registrar of companies. The certificate of incorporation and memorandum of	We have eligibility in all the criteria and we are a partnership firm hence kindly we request you to	The criteria of the tender shall prevails.

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		association shall be submitted in proof. Certification of Incorporation under Companies Act 1956	allow us in bid participation by amending the clause to allow partnership firm also to participate in the bid	
		"The Tenderer should have paid ESI & EPF Payment within the Stipulated Due time. Tenderer Should provide ESI & EPF Payment Challans from April – 2021 to October – 2023 and should also provide portal login credentials to verify the same."	This clause will be very helpful to check whether the Bidder adheres to statutory rules and compliances.	The criteria of the tender shall prevails.
		"The Tenderer must provide Group insurance policy for the risk coverage of the employees who are not under the ESI Slab. Copies of such Insurance with a minimum of 100 employees to any of the departments should be uploaded."	This clause will be very helpful for the risk coverage of the employees.	The criteria of the tender shall prevails.
		"The Tenderer must provide NOC Certificate from respective statutory departments regarding No due in EPF, ESI and PT contribution of employees for the preceding 3 years i.e 2020-21, 2021-22 & 2022-23 and also should provide certificate from labour inspector regarding No Cases against the Tenderer."	This clause will be very helpful to check whether the Bidder adheres to Labour Statutory rules and welfare.	The criteria of the tender shall prevails.
		"The tenderer has to submit Last Three years paid receipts with a minimum of 100 Employees of labour welfare fund paid to the welfare commissioner Karnataka labour welfare board (FORM – D) to be submitted."	This clause will be very helpful to check whether the Bidder adheres to Labour rules and welfare.	The criteria of the tender shall prevails.

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